

ABSTRACT

A method and system for tracking and processing errors in a distributed computer system. As an application encounters an error, a centralized system intercepts and assumes the processing of that error event. The central error processing may be used with a distributed network connecting the applications running on various user computers. Upon receipt of an error message from an application, the system creates an informative error package, propagates appropriate error alert to relevant subsystems, and attempts to resolve the error. The error may be resolved in various ways. For example, the system may select and dispatch appropriate help information to the user; or the system may locate an alternative resource to substitute for the failed resource. The system may prioritize errors when there is more than one error still unresolved at any given time. In addition, the system may filter errors that require different levels of response and the system may direct errors to resources capable of assisting in resolving the error.